

Evaluating Your Hand Hygiene Program

1. Why it is important...

- To measure the effectiveness of current policies
- To identify areas needing increased education
- To be able to give feedback to employees on their performance

2. How to observe Hand Hygiene

- Direct observation is the most accurate method
- Observer must conduct the observation without interfering with ongoing work. It is best if person being observed does not know they are being observed.
- Observer should be familiar with “The 5 Moments for Hand Hygiene” and the data collection tool that is being utilized
- Identify opportunities for hand hygiene and then record if the worker being observed performed hand hygiene at that time
- All 5 moments may not be observed with every event. Only record for the moments that are witnessed. (Example: Environmental service worker will not be doing aseptic technique procedures)
- Observe a variety of Health care workers and a variety of shifts if possible. (nursing, environmental, dietary, etc.)
- Calculating percentage on a regular (monthly) basis will let you know if educational efforts are working. If your percentage increases from month to month, what you are doing is effective. If the percentage drops, you may need to change or increase your educational efforts.
- You can also look at the completed forms to decide where to target your education. If you see dietary workers have several missed opportunities, you can plan to speak to them as a group. Or if you identify healthcare workers are missing a particular moment (example: prior to touching patient/resident) you can target your educational messages accordingly.
- Be aware that very high rates (100%) may not be accurate. Consider the staff may be aware of observation or the observer may be recording inaccurate data.

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3. Feedback to Staff - Why it is important:

- Helps them recognize gaps in good practices and knowledge
- Can help raise awareness and can convince them there is a problem
- Ongoing feedback can demonstrate improvement and sustain motivation

4. Tips for Improving Hand Hygiene Compliance

- Consult front line staff about product selection and placement of hand sanitizers. This will help front line staff to fit hand hygiene into their work flow
- Implement a “buddy” system for peer reminders about appropriate hand hygiene
- Place signs near sinks and hand sanitizers with the “5 Moments for Hand Hygiene” or other reminders
- Internal Newsletters
- Provide positive reinforcement- “Catch them doing it right.” This enhances motivation and compliance